

# **Communications Technician**

## **INSTRUCTIONS TO APPLY:**

- The "Employment Application" and "Application Packet" must be completed to be considered for this position. *To access these documents, please click on the links below these instructions.*
- You may submit the Employment Application electronically.
- All forms in the Application packet must be completed and submitted before your application will be reviewed.
- You may type the information on the forms in the Application Packet then print the documents to sign and have notarized (if required on the form). **You must have documents notarized before returning your Application Packet.**
- **The Personal History Statement includes a list of documents that are required for this position.** You must submit these documents along with the Application Packet. You may submit **copies** of original documents with the Application Packet. If the original document is required, we will notify you. If you are missing some of the required documents listed in the Personal History Statement, please return your completed Employment Application and the forms in the Application Packet along with any documents you have in your possession. You may submit missing documents when they are received.
- Completed Application Packets and required documents may be returned by email to [hrfinance@uctx.gov](mailto:hrfinance@uctx.gov). If you email your packet, do not discard the original packet. We will contact you if the original forms/documents are needed.
- You may also return your original completed Application Packet by mail or deliver to the City of Universal City Municipal Building, 2150 Universal City Blvd, Universal City, TX 78148.
- Please complete and return the following Employment Application and all the forms included in the Application Packet, along with the required documents listed in the Personal History Statement.

1. [Employment Application](#)

2. [Application Packet](#)

## **Job Summary**

The Communications Technician is in charge of and responsible for the provision of information to individuals involved in the protection of health and safety. The coordination of police, fire, ambulance, civil defense and health officials is dependent upon prompt and accurate communications. The Communications Technician is expected to use good judgment in the process of making rational decisions during stressful situations.

## **Essential Duties and Responsibilities**

- Receiving information by telephone, radio, teletype or verbal means.
- Relaying information to the proper area of concern.

- Providing relevant data when requested.
- Using computer connection with the Texas Crime Information Center (TCIC) or National Crime Information Center (NCIC).
- Monitoring emergency frequency for surrounding cities.
- Dispatching all emergency personnel for Universal City and surrounding agencies.
- Keeping logs that indicate the important information received.
- Attendance is an essential duty of this position.
- Other activities deemed necessary by the Dispatch Supervisor.
- The City expects all employees to be customer-service oriented and to work cooperatively and pleasantly with other City employees and with the general public.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Employee(s) are required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments to the employee.

### **Supervisory Responsibilities**

Some technical assistance may be provided to Communication Technicians with less experience.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and Experience**

High School Diploma or equivalent.  
Crisis Communication Training preferred.

At least one (1) year of supervised experience in related area of employment is preferred.

### **Certificates, Licenses, Registrations:**

Preferred: Basic Telecommunicator Certification

### **Knowledge, Skills, and Abilities:**

Knowledge of local geographic area preferred.  
Knowledge of municipal ordinances, people and geographical area of the City.  
Ability to speak, read and write the English language.

Must have excellent interpersonal skills. This position continually requires demonstrated poise, tact, diplomacy and an ability to establish and maintain effective professional relationships with internal and external personnel.

Ability to make independent judgments and decisions within the framework of the established guidelines are necessary.

The requirements listed are the minimum levels of knowledge, skills, or abilities.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hands to operate office equipment (including telephone and computer keyboard), reach with hands and arms, talk and hear. Specific vision abilities required by this job include close and distance vision and the ability to adjust focus and identify colors.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee has frequent contact with other employees in multiple departments; is required to interact with employees at other agencies and organizations, the general public and citizens of Universal City; and must remain calm and professional in tense, emotionally charged, and stressful situations. The employee may face difficult and stressful situations; and may be required to work under time pressures to meet deadlines, to perform multiple tasks simultaneously, to change tasks frequently, to perform tedious and exacting work, and to work closely with others as part of a team. The noise level in the work environment varies from low to moderate.

### **Position Type and Expected Hours of Work**

This is a full-time, benefits eligible position. The Police Department requires dispatch coverage 24 hours per day. This position normally works eight (8) or ten (10) hour shifts, four (4) or five (5) days per week, and is subject to work any shift as needed. However, this position's work schedule is subject to change depending on the needs of the department and City. Overtime is required as needed.

### **Travel**

An employee in this position may occasionally be required to drive a vehicle to various meetings, functions, and events; may be required to travel out of town to represent the City at meetings and conferences and for training.

### **Pre-Employment Testing**

If a conditional offer of employment is accepted, employment is contingent upon receiving acceptable results from the pre-employment physical exam, psychological exam (if required), drug/alcohol testing, and thorough background investigation.

The City of Universal City is an EOE.

